ITIL®/SIAM™ PROCESS ASSESSMENT

WHAT IS IT?

A process assessment verifies the maturity of one or more processes against best practice, such as ITIL service management or SIAM multi-provider integration. The assessment also considers practical efficiency and effectiveness.

Defining a maturity baseline can identify potential (or necessary) improvements and, when combined across multiple processes, can highlight relative strengths, weaknesses and priorities.

WHO IS IT FOR?

A process assessment is intended to help organisations implement or improve a process, or support introducing a new stakeholder, such as a process manager, coordinator or service provider, into the process.

It can be performed on a single process, but more often looks at a group of related processes to also assess the interrelationships within the delivery environment.

HOW DOES IT WORK?

The ITIL service management best practice has a defined and recognised maturity model for its processes. For each process, there are predefined questions which help to determine the presence and effectiveness of process elements. This involves a combination of interviews, questionnaires, observations, and collaborative workshops.

Kinetic IT has refined and developed a bespoke process assessment approach to incorporate all ITIL (versions 3 and 4) processes, as well as incorporating the necessary SIAM aspects, such as process integration and service model alignment.

WHAT DOES IT DELIVER?

The result is a report that provides a baseline for process and integration maturity, including observations and findings from workshops, interviews and documentation review. The results can be presented for each individual process separately, or grouped to show relative findings across multiple processes.

Kinetic IT's analysis, conclusions and recommendations can translate results into practical and actionable priorities, leading to an implementation or improvement cycle of the processes.
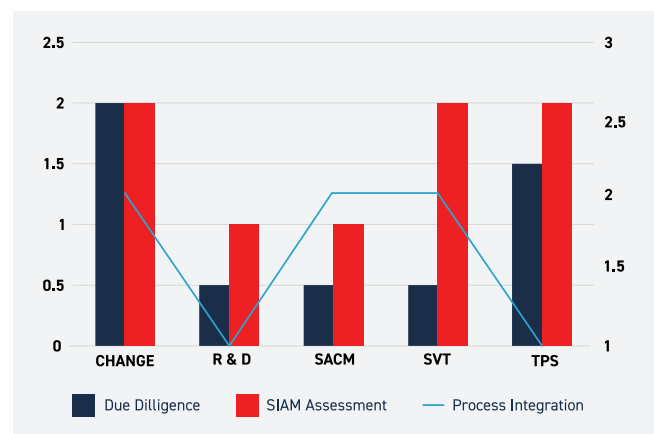
WHAT NOW?

An assessment is a starting point for an implementation or improvement program. Processes are but one element of an operational delivery model. Therefore before, during or after the process assessment it is recommended the organisation's delivery model is further reviewed (for instance through Kinetic IT's SIAM Health Assessment).

Kinetic IT can also provide advisory assistance in the creation and delivery of the subsequent process improvement or implementation plans.